DOCUMENT RESUME

ED 391 565 JC 960 121

AUTHOR	Lee, Marcia M.
TITLE	Student Retention Survey: Why Students Did Not Return, Spring Semester 1994.
INSTITUTION	Westchester Community Coll., Valhalla, NY. Office of Institutional Research.
PUB DATE	Jan 96
NOTE	14p.
PUB TYPE	Reports - Research/Technical (143)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Community Colleges; *Dropout Attitudes; *Dropout Characteristics; Dropouts; *Enrollment Influences; School Holding Power; Stopouts; *Student Attrition; *Student Educational Objectives; Success; Two Year Colleges; *Two Year College Students
IDENTIFIERS	*Westchester Community College NY

ABSTRACT

In spring 1995, Westchester Community College (WCC), in New York, surveyed all 1,208 students who attended WCC for the first time in fall 1993 but did not return the following spring semester to determine their reasons for not returning. Study findings, based on an analysis of responses from 241 (20%) of the students and demographic characteristics from student files, included the following: (1) 75.5% of the 1,208 students who did not return had attended part-time, while only 56.2% of the first-time students in fall 1993 attended part-time; (2) non-returning students were 46.6% female and 62.1% White, roughly equal to their percentages among first-time students in fall 1993; (3) 34.9% of the respondents indicated that they had attended WCC for personal interest, 17% to prepare for a career change, 15.4% to transfer to a four-year college, another 15.4% to improve job skills, and 8.7% to prepare for a first career; (4) 53.5% of the respondents indicated that they had achieved their objective by the time they left WCC; (5) 14.1% indicated that they had not intended to return for spring semester when they enrolled, 12.9% that they did not return because they had to work, and 10.8% that they chose to enroll in another college; and (6) 36.5% indicated that they planned to return in the coming year or sometime, while 25.1% were undecided and 34.4% did not plan to return. (BCY)

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ED 391 565

Student Retention Survey

Westchester Community College

WHY STUDENTS DID NOT RETURN, SPRING SEMESTER, 1994

CONDUCTED IN SUMMER, 1995

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Introduction and Methodology..... 1
Primary Reason for Attending?..... 3
Did You Achieve Your Objective?..... 4
Why Did You Leave WCC?..... 5
Are You Currently Employed?..... 7
Are You Enrolled at Another College?..... 8
Do You Plan To Return To WCC?..... 9
Executive Summary and Conclusion.. 10

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Dr. Marcia M. Lee, Director
January, 1996

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Student Retention Survey

Why Students Did Not Return, Spring Semester, 1994

Background

Student success, whether it be to earn a degree, transfer to a four-year college, prepare for a new career, or take courses for personal interest, is the primary focus of a community college. Westchester Community College is no exception.

It is a source of concern, then, when a sizable percentage of students do not return the following semester. In Fall, 1993, approximately two-thirds (68.7%) of the first-time students, both full-time and part-time, returned the following spring semester. Only 44.5% of that same cohort returned the next Fall semester. By the fourth semester (Spring 1995) only 37.7% of the original entering class was still enrolled.

The purpose of this report is to learn why some Westchester Community College students do not return, especially if they have indicated their original objective was to do so. It is divided into two parts. Part I is an analysis of the closed-ended questions (seven in all), broken down into various demographic categories. Part II is an actual listing of the written responses (verbatim), categorized under six topics. Both are rich in information about those students who do not return to Westchester Community College.

Methodology

In the late spring of 1995, a short survey, consisting of eight questions, was sent to all of the full-time and part-time students who attended Westchester Community College for the first time in the Fall 1993 semester, but did not return the following spring semester. If they subsequently returned in another semester, they were eliminated from the cohort. In all, 1,208 students were sent surveys. After three weeks, a second mailing was sent to the students who had not responded. The rate of return based on the two mailings was 20% or 241 students. Subsequent efforts to reach the remaining non-respondents by phone proved to be very unsuccessful.

The low response rate is not unusual for this cohort of students, but, nonetheless, disappointing. The results of the survey for the seven *closed- ended* questions, therefore, must take into consideration the low response rate. The eighth question was *open-ended*, inviting students to make comments about their experiences at Westchester Community College. They appear in Part II of this report.

Comparison of First-time Students to Non-returning Students

Table I provides a comparison of the Fall 1993 first-time students to the students who did not return the following spring. It further compares them to the students responding to the survey.

Table I: Demographic Characteristics of Fall 1993 First-time Students to Non-Returning Students, to the Respondents*

	First Time* Students Fall 1993 N=2,970		Non Returning Students Spring 1994 N=1,208		Respondents N=241	
Responses :	**%**	**N**	**%**	**N**	**%**	**N**
STATUS:						
Full-time	43.8%	1301	24.5%	296	16.2%	39
Part-time	56.2%	1669	75.5%	912	83.8%	202
GENDER:						
Males	44.0%	1307	46.6%	563	32.0%	77
Females	56.0%	1663	53.4%	645	68.0%	164
ETHNIC GROUP:						
White	61.6%	1829	62.1%	750	67.6%	163
Black	14.4%	428	14.8%	179	11.2%	27
Hispanic	10.6%	315	9.4%	114	7.9%	19
Pacific Is.	5.0%	149	4.1%	49	2.1%	5
Native American	0.3%	9	0.6%	7	0.0%	0
Foreign	0.4%	13	0.2%	2	0.0%	0
Unknown/Blank	7.6%	227	8.9%	107	11.2%	27
AGE:						
Age < 22	56.0%	1663	38.1%	460	26.6%	64
22 to 29	16.0%	475	26.7%	322	25.7%	62
30 to 49	19.0%	564	26.2%	316	32.0%	77
50 and Over	5.0%	149	7.0%	86	14.1%	34
Unknown/Blank	4.0%	119	2.0%	24	1.7%	4

Of particular note is that three-fourths (75.5%) of the students who did not return were part-time, compared to only 56.2% of the initial Fall 1993 cohort. Moreover, more than half (52.9%) the students who did not return were between the ages of 22 and 50, compared to less than 35% of the initial Fall 1993 cohort. **In short, a disproportionately higher percentage of part-time students did not return, and the same is true for those between the ages of 22 and 50.**

In the case of the respondents (N=241), a significantly lower percentage of men and those under twenty-two years of age responded than those in the entire non-returning cohort (N=1,208). For full-time/part-time status and ethnic background, however, the differences are not significant and approximate the entire non-returning cohort.

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* For purposes of this study, first-time students do not include transfer students.

What Was Your Primary Reason for Attending WCC?

More than one-third (34.9%) of the respondents indicated they attended WCC for *Personal Interest*, as shown in Table II. Another 17.0% came to *Prepare For a Career Change*, 15.4% to *Transfer to a Four-year College*, 15.4% to *Improve Their Job Skills, and 8.7%* to *Prepare for a First Career*.

Clearly, Westchester Community College has become for many an institution for personal enrichment where goals are met by taking a few courses, not graduating or transferring. These students are the College's success stories as much as the graduates and the transfers. It behooves those reporting in the future on *student success* at WCC, therefore, to include as a category the percentage of students attending WCC for personal enrichment.

Table II: Primary Reason for Attending WCC

Responses: *N*=241	Personal Interest		Transfer to a 4-Year College		Prepare For a First Career		Prepare For a Career Change		Improve Job Skills		Multiple Answers/ Left Blank	
	%	N	%	N	%	N	%	N	%	N	%	N
STATUS:												
Full-time	11.9%	10	48.6%	18	23.8%	5	4.9%	2	8.1%	3	4.8%	1
Part-time	88.1%	74	51.4%	19	76.2%	16	95.1%	39	91.9%	34	95.2%	20
GENDER:												
Males	23.8%	20	51.4%	19	52.4%	11	22.0%	9	40.5%	15	14.3%	3
Females	76.2%	64	48.6%	18	47.5%	10	78.0%	32	59.5%	22	85.7%	18
ETHNIC GROUP:												
White	63.1%	53	75.7%	28	61.9%	13	68.3%	28	78.4%	29	57.1%	12
Black	4.8%	4	13.5%	5	23.8%	5	12.2%	5	13.5%	5	14.3%	3
Hispanic	6.0%	5	5.4%	2	9.5%	2	14.6%	6	2.7%	1	14.3%	3
Pacific Is.	1.2%	1	2.7%	1	4.8%	1	0.0%	0	5.4%	2	0.0%	0
Unknown/ Blank	25.0%	21	2.7%	1	0.0%	0	4.9%	2	0.0%	0	14.3%	3
AGE:												
Age < 22	26.2%	22	70.3%	26	47.6%	10	4.9%	2	5.4%	2	9.5%	2
22 to 29	21.4%	18	16.2%	6	33.3%	7	29.3%	12	29.7%	11	38.1%	8
30 to 49	28.6%	24	13.5%	5	14.3%	3	56.1%	23	45.9%	17	23.8%	5
50 and over	23.8%	20	0.0%	0	4.8%	1	9.7%	4	18.9%	7	28.6%	6
TOTAL	34.9%	84	15.4%	37	8.7%	21	17.0%	41	15.4%	37	8.7%	21

It should be noted that a significantly higher percentage of the part-time students (36.6%) indicated they came for reasons of *Personal Interest* than full-time students (25.6%). In fact, nearly one-half of the full-time students (46.2%) indicated they came to *Transfer to a Four - year College* compared to only 9.4% of the part-time students. In addition, a substantially larger percentage of the women (39.0%) came for reasons of *Personal Interest*, than men (26.0%).

Did You Achieve Your Objective by the Time You Left WCC?

More than half the respondents (53.5%) replied *Yes* to the question *Did You Achieve Your Objective By the Time You Left WCC*, as shown in Table III. This is a sizable percentage of the respondents and provides another indication that *student success* at WCC is greater than previously estimated.

Table III: Did You Achieve Your Objective?

Responses: N=241	Yes		No		Multiple Answers/ Left Blank	
	%	N	%	N	%	N
STATUS:						
Full-time	11.6%	15	23.5%	23	7.1%	1
Part-time	88.4%	114	76.5%	75	92.9%	13
GENDER:						
Males	29.5%	38	35.7%	35	28.6%	4
Females	70.5%	91	64.3%	63	71.4%	10
ETHNIC GROUP:						
White	68.2%	88	68.4%	67	57.1%	8
Black	9.3%	12	15.3%	15	0.0%	0
Hispanic	6.2%	8	10.2%	10	7.1%	1
Pacific Is	3.1%	4	1.0%	1	0.0%	0
Unknown/ Blank	13.2%	17	5.1%	5	35.7%	5
AGE:						
Age < 22	21.7%	28	33.7%	33	21.4%	3
22 to 29	29.5%	38	20.4%	20	28.6%	4
30 to 49	33.3%	43	33.7%	33	7.1%	1
50 and over	15.5%	20	12.2%	12	42.9%	6
TOTAL	53.5%	129	40.7%	98	5.8%	14

Two-fifths of the respondents (40.7%), however, indicated they ***did not*** achieve their objectives. A disproportionate percentage of them were full-time students. Almost three-fifths of the full-time students (59.0%) reported **not** achieving their objectives compared to only 37.1% of the part-time students.

In addition, less than half the students under 22 years of age (43.8%) indicated they had achieved their objectives compared to more than half the other respondents in all other age brackets. Moreover, less than half of the Blacks (44.4%) and less than a third of the Hispanics (31.6%) reported they had achieved their objectives, compared to 54.0% of the whites.

Based on these responses, it is the full-time students, the students under 22 years of age, and the minority students who report in larger percentages that they have *not* achieved their goals at Westchester Community College.

Why Did You Leave Westchester Community College?

The respondents were given nine possible choices from which to select their reason for not returning to Westchester Community College, as shown in Table IV. The largest percentage (35.3%) chose *Other* as their response and commented in writing at the bottom of the survey. The comments of each respondent appear in Part II of the survey. *

The second largest category of responses (14.1%) came from those who stated they *Did Not Intend to Return.* A similar percentage (12.9%) indicated they had *To Work,* while one-tenth (10.8%) chose *To Enroll in Another College.* A smaller percentage (8.7%) indicated *They Could Not Afford To Return.* Less than five percent indicated they had *Moved Away* (4.1%), had *Academic Difficulties* (4.1%), or were *Dissatisfied With WCC* (3.3%). Only 0.8% indicated they left because they *Could Not Get Into A Course* (0.8%).

When the respondents are divided into full-time and part-time status, a rather remarkable thing stands out. **Not one full-time student responded *Did Not Intend to Return.*** *One*-eighth of the part-time students (16.8%) selected this as their reason for not returning.

A substantially higher percentage of males (22.1%) did not return because they had *To Work* than females (8.5%), and a substantially higher percentage of Blacks (22.2%) and Hispanics (26.3%) *Could Not Afford to Return* than whites (6.1%).

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* Medical reasons and children were most frequently added to the list not already provided on the survey, itself.

Table IV: Why Did You Leave Westchester Community College?

Responses: *N*=241	Did Not Intend to Return		Moved Away		To Enroll in Another College		To Work		Academic Difficulties		Could not Afford To Return		Dissatisfied With Westchester		Could not Get into Course		Other		Multiple Answers Left/Blank	
	%	*N*	%	*N*	%	*N*	%	*N*	%	*N*	%	*N*	%	*N*	%	*N*	%	*N*	%	*N*
STATUS:																				
Full-time	0.0%	0	20.0%	2	38.5%	10	25.8%	8	30.0%	3	19.0%	4	37.5%	3	50.0%	1	7.1%	6	14.3%	2
Part-time	100.0%	34	80.0%	8	61.5%	16	74.2%	23	70.0%	7	81.0%	17	62.5%	5	50.0%	1	92.9%	79	85.7%	12
GENDER:																				
Males	38.2%	13	10.0%	1	34.6%	9	54.8%	17	60.0%	6	33.3%	7	12.5%	1	0.0%	0	22.4%	19	28.6%	4
Females	61.8%	21	90.0%	9	65.4%	17	45.2%	14	40.0%	4	66.7%	14	87.5%	7	100.0%	2	77.6%	66	71.4%	10
ETHNIC GROUP:																				
White	76.5%	26	60.0%	6	80.8%	21	74.2%	23	60.0%	6	47.6%	10	62.5%	5	0.0%	0	69.4%	59	50.0%	7
Black	2.9%	1	20.0%	2	3.8%	1	6.5%	2	20.0%	2	28.6%	6	12.5%	1	50.0%	1	10.6%	9	14.3%	2
Hispanic	0.0%	0	0.0%	0	11.5%	3	12.9%	4	10.0%	1	23.8%	5	0.0%	0	50.0%	1	4.7%	4	7.1%	1
Pacific Is	2.9%	1	10.0%	1	3.8%	1	0.0%	0	10.0%	1	0.0%	0	0.0%	0	0.0%	0	1.2%	1	0.0%	0
Unknown/ Blank	17.6%	6	10.0%	1	0.0%	0	6.5%	2	0.0%	0	0.0%	0	25.0%	2	0.0%	0	14.1%	12	28.6%	4
AGE:																				
Age < 22	17.6%	6	30.0%	3	53.8%	14	35.5%	11	50.0%	5	28.6%	6	37.5%	3	50.0%	1	15.3%	13	14.3%	2
22 to 29	32.4%	11	40.0%	4	26.9%	7	35.5%	11	30.0%	3	28.6%	6	12.5%	1	0.0%	0	18.8%	16	21.4%	3
30 to 49	35.3%	12	10.0%	1	15.4%	4	12.9%	4	10.0%	1	42.9%	9	25.0%	2	50.0%	1	44.7%	38	35.7%	5
50 and over	14.7%	5	20.0%	2	3.8%	1	16.1%	5	10.0%	1	0.0%	0	25.0%	2	0.0%	0	21.2%	18	28.6%	4
TOTAL	14.1%	34	4.1%	10	10.8%	26	12.9%	31	4.1%	10	8.7%	21	3.3%	8	0.8%	2	35.3%	85	5.8%	14

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Are You Currently Employed?

Another factor affecting the ability of these students to continue their education is most certainly related to workload. Almost four-fifths (78.9%) of the respondents reported working. While this should come as no surprise, what is surprising is that three-fifths (59.8%) indicated they were working **full-time** (Table V). This is in marked contrast to the students surveyed in the 1994 on-campus random sample SUNY survey, where only 30.0% reported working full-time.

Table V: Are You Currently Employed

Responses: N=241	Yes Full-time		Yes Part-time		No Looking For Job		No Not Available For Employment		Multiple Answers/ Left Blank	
	%	N	%	N	%	N	%	N	%	N
STATUS:										
Full-time	11.1%	16	37.0%	17	21.1%	4	8.3%	2	0.0%	0
Part-time	88.9%	128	63.0%	29	78.9%	15	91.7%	22	100.0%	8
GENDER:										
Males	34.7%	50	28.3%	13	52.6%	10	8.3%	2	25.0%	2
Females	65.3%	94	71.7%	33	47.4%	9	91.7%	22	75.0%	6
ETHNIC GROUP:										
White	68.8%	99	71.7%	33	52.6%	10	70.8%	17	50.0%	4
Black	12.5%	18	6.5%	3	26.3%	5	0.0%	0	12.5%	1
Hispanic	7.6%	11	10.9%	5	5.3%	1	8.3%	2	0.0%	0
Pacific Is.	2.1%	3	2.2%	1	5.3%	1	0.0%	0	0.0%	0
Unknown/Blank	9.0%	13	8.7%	4	10.5%	2	20.8%	5	37.5%	3
AGE:										
Age < 22	15.3%	22	60.9%	28	47.4%	9	20.8%	5	0.0%	0
22 to 29	30.6%	44	21.7%	10	10.5%	2	20.8%	5	12.5%	1
30 to 49	39.6%	57	8.7%	4	42.1%	8	25.0%	6	25.0%	2
50 and over	14.6%	21	8.7%	4	0.0%	0	33.3%	8	62.5%	5
TOTAL	59.8%	144	19.1%	46	7.9%	19	10.0%	24	3.3%	8

Moreover, a very noticeable difference occurs among working students in the various age brackets. Only one-third of those under 22 (34.4%) reported working full-time compared to 71.0% of those in the 22 to 29 age bracket and three-fourths (74.0%) of those in the 30 to 49 age bracket.

Are You Currently Enrolled in a Program at Another College?

Approximately thirty percent of the respondents indicated they were enrolled at another college, as shown in Table VI. Of this enrolled group, approximately half reported being enrolled full-time, taking 12 or more credits at another college.

Table VI: Are You Currently Enrolled in a Program at Another College?

Responses: *N*=241	Yes, but Not Degree Program		Yes, Full-time 12 or more		Yes, Part-time Less than 12		No, Not Enrolled		Left Blank	
		N		*N*		*N*		*N*		*N*
STATUS:										
Full-time	0.0%	0	29.4%	10	5.3%	1	15.3%	26	25.0%	2
Part-time	100.0%	10	70.6%	24	94.7%	18	84.7%	144	75.0%	6
GENDER:										
Males	50.0%	5	29.4%	10	36.8%	7	31.2%	53	25.0%	2
Females	50.0%	5	70.6%	24	63.2%	12	68.8%	117	75.0%	6
ETHNIC GROUP:										
White	40.0%	4	82.4%	28	68.4%	13	67.6%	115	37.5%	3
Black	20.0%	2	5.9%	2	10.5%	2	11.8%	20	12.5%	1
Hispanic	20.0%	2	8.8%	3	10.5%	2	7.1%	12	0.0%	0
Pacific Is.	20.0%	2	0.0%	0	0.0%	0	1.8%	3	0.0%	0
Unknown//Blank	0.0%	0	2.9%	1	10.5%	2	11.8%	20	50.0%	4
AGE:										
Age < 22	30.0%	3	73.5%	25	5.3%	1	20.0%	34	12.5%	1
22 to 29	40.0%	4	20.6%	7	47.4%	9	23.5%	40	25.0%	2
30 to 49	10.0%	1	5.9%	2	36.8%	7	38.2%	65	25.0%	2
50 and over	20.0%	2	0.0%	0	10.5%	2	18.3%	31	37.5%	3
TOTAL	4.1%	10	14.1%	34	7.9%	19	70.5%	170	3.3%	8

Almost two-fifths (39.1%) of the students under 22 years of age reported being enrolled full-time somewhere else, compared to only 11.3% of those 22 to 29, 2.9% of those 30 to 49, and none in the 50 and over age bracket. If these younger students are enrolled full-time somewhere else, it is reasonable to assume that they do not intend to graduate from Westchester Community College. Presumably, their goal was to transfer their WCC credits elsewhere. They still must be viewed as success stories for the College.

Do You Plan to Return to Westchester Community College?

More than three-fifths of the students (61.1%) indicated they either planned to return *next year* or *sometime* (36.5%) or were *Undecided* (25.1%), as shown in Table VII. This is a sizable percentage of respondents. Only 34.4% of the students responded with an unequivocal, *No,* they did not plan to return. It is the three-fifths who were either *undecided* or *planned to return* that are most likely to benefit from retention efforts. A follow-up letter expressing our regret that they did not return and inquiring why, might go far to bring these students back.

Table VII: Do You Plan to Return to WCC?

Responses: N=241	Yes Within the Next Year		Yes Sometime		Undecided		No		Multiple Answers/ Left Blank	
	%	N	%	N	%	N	%	N	%	N
STATUS:										
Full-time	37.1%	13	9.4%	5	11.1%	7	15.7%	13	14.3%	1
Part-time	62.9%	22	90.6%	48	88.9%	56	84.3%	70	85.7%	6
GENDER:										
Males	25.7%	9	32.1%	17	39.7%	25	27.7%	23	42.9%	3
Females	74.3%	26	67.9%	36	60.3%	38	72.3%	60	57.1%	4
ETHNIC GROUP:										
White	51.4%	18	58.5%	31	74.6%	47	75.9%	63	57.1%	4
Black	25.7%	9	11.3%	6	12.7%	8	4.8%	4	0.0%	0
Hispanic	11.4%	4	13.2%	7	0.0%	0	9.6%	8	0.0%	0
Pacific Is.	2.9%	1	0.0%	0	3.2%	2	2.4%	2	0.0%	0
Unknown/ Blank	8.6%	3	17.0%	9	9.5%	6	7.2%	6	42.9%	3
AGE:										
Age < 22	42.9%	15	17.0%	9	20.6%	13	31.3%	26	14.3%	1
22 to 29	11.4%	4	39.6%	21	17.5%	11	28.9%	24	28.6%	2
30 to 49	31.4%	11	26.4%	14	46.0%	29	26.5%	22	14.3%	1
50 and over	14.3%	5	17.0%	9	15.9%	10	13.3%	11	42.9%	3
TOTAL	14.5%	35	22.0%	53	26.1%	63	34.4%	83	2.9%	7

Executive Summary

In the spring and summer of 1994 a survey was sent to all the first-time Fall 1993 students (both full-time and part-time) who did not return the following spring semester, to learn more about why they had not returned. The results of this survey can be summarized as follows:

1. Each year a sizable percentage of students attending Westchester Community College does not return. In Fall, 1993, for example, approximately two-thirds (68.7%) of the first-time students, both full-time and part-time, returned the following spring semester. Only 44.5% of the same cohort returned the following fall semester. By the fourth semester (Spring 1995) only 37.7% of the original entering class was still enrolled.

2. Approximately one-third of the respondents, however, did not intend to return. More than one-third (34.9%) indicated they had attended Westchester Community College for *Personal Interest*, as opposed to *Preparing for a First Career(17.0%)*, *Transferring to a Four-year College* (15.4%), *Improving Their Job Skills* (15.4%), or *Preparing for a First Career* (8.7%). Clearly, Westchester Community College has become for many an institution for personal enrichment where goals are met by taking a few courses, not graduating or transferring.

3. Despite the fact they had not completed a degree, more than half the respondents (53.3%) indicated they had achieved their objectives by the time they left Westchester Community College. This is a sizable percentage of the respondents and provides additional support for the fact that student success is achieved by many students short of graduation, including those who *transfer* as well as those who take courses for *personal interest*.

4. Two-fifths of the respondents (40.7%), however, indicated they had not achieved their objectives. Disproportionately, these are full-time students, students under 22 years of age, and minority students.

5. No one factor, in particular, stands out to explain why students do not return. Instead, there are a number of factors. Some students *Did not Intend to Return* (14.1%), others needed *To Work* (12.9%) or decided to *Enroll in Another College* (10.8%). A smaller percentage (8.7%) indicated *They Could Not Afford To Return*. Less than one percent (0.8%) indicated they the left to College because they *Could Not Get Into A Course*.

6. Another factor preventing students from returning is most certainly related to employment. Three-fifths (59.8%) of the respondents indicated they were working full-time. Another fifth (19.1%) reported working part-time. Keeping in mind that these respondents are the ones who did not return, full-time jobs very likely are important reasons for the difficulty some students have in continuing their education.

7. If a decision is made to go after these non-returning students, chances are it might meet with some success. Over three-fifths of the students (61.1%) indicated they either planned to return (36.5%) or were *Undecided* (25.1%). Only a third (34.4%) indicated they had no intentions of returning.

Recommendations: Based on the results of the survey, the following recommendations might be considered.

The first is the benefit to be derived by setting up an effective system to identify and record *student intention.* Given the fact that more than half the respondents had met their objectives before they left WCC, (approximately one-third because they took courses for *personal interest* and one-fifth because they *transferred*), and given the limited personnel to counsel the students, finding out right up front which students really intend to stay would be time well spent. This is not to say students don't change their minds. But a very different approach to keeping them here then would be required.

Secondly, this survey is the second conducted by this Office in the last five years showing that no one factor, in particular, is identified by students as the main reason for departure. In light of this, perhaps a *managed care* approach similar to that emerging in the health care industry with a primary care taker (counselor) referring students to the various specialized services offered on campus would be the most effective method of serving the students. A *primary care counselor* could oversee the student throughout the entire time he or she attends the college and the student would know exactly who to see first. Most important, responsibility for the well being of a student would be identifiable.

Whatever measures are taken, the results of the survey do indicate that a follow-up system of correspondence, expressing concern that a student has not returned and encouraging him or her to contact a specific person for assistance, might well bear fruit, especially with those students who do not indicate initially that they are here for *personal interest* or to *transfer*.